Cal OES
GOVERNOR'S OFFICE
OF EMERGENCY SERVICES

Public Safety Communications

Fact Sheet
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http://www.OES.ca.gov
601 Sequoia Pacific Boulevard, Sacramento, CA 95811

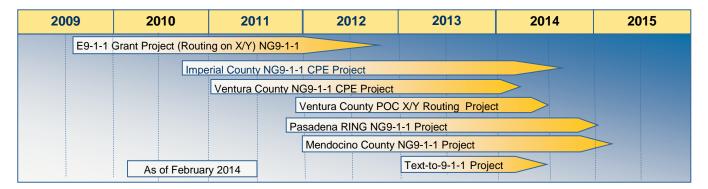# NEXT GENERATION 9-1-1 IN CALIFORNIA

Description

The Next Generation 9-1-1 (NG9-1-1) is an Internet Protocol (IP) based system that will lay the groundwork necessary for expanded capabilities including advanced call routing, geographically independent call access, transferring, and call back up among and between Public Safety Answering Points (PSAPs). In addition, IP technology will enable the 9-1-1 network to support other new and non-voice technologies such as text message, images, data sets and video in the future.

Background

For more than forty years Californians have been served by a capable 9-1-1 system. In 2013, the California 9-1-1 system handled 25.7 million 9-1-1 calls alone. However, while the current 9-1-1 system has functioned efficiently for many decades, the core infrastructure is built on a legacy telephony-based platform unable to support new demands and capabilities.

The wide spread adoption of rapidly advancing technologies like, text, video, Voice over Internet Protocol (VoIP) and the saturation of high-speed broadband access has raised the expectation of 9-1-1 services for Californians. Improvements are needed to support new requirements and expectations. To that end, California, along with other parts of the country, is migrating to NG9-1-1.

Timeline

2009	2010	2011	2012	2013	2014	2015

E9-1-1 Grant Project (Routing on X/Y) NG9-1-1

Imperial County NG9-1-1 CPE Project

Ventura County NG9-1-1 CPE Project

Ventura County POC X/Y Routing Project

Pasadena RING NG9-1-1 Project

Mendocino County NG9-1-1 Project

Text-to-9-1-1 Project

As of February 2014

Key Information

➢ 2008 - California pursued and won a Federal Grant to implement an IP based NG9-1-1 system in Northeastern California
➢ July 2010 - Published CA 9-1-1 Strategic Plan
➢ December 2010 - Published Proposed CA NG9-1-1 Roadmap
➢ September 2012 - Completed E9-1-1 Grant Project NE California
➢ November 2013 - began testing SMS Text to 9-1-1 pilots